Avaya 1165E IP Deskphone Call Center User Guide

Avaya Communication Server 1000

Document Status: **Standard**

Document Version: **03.01**

Part Code: **NN43101-104**

Date: **November 2010**

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Revision history

November 2010

Standard 03.01. This document is up-issued to support Avaya Communication Server 1000 Release 7.0.

June 2010

Standard 02.01. This document is up-issued to support Avaya Communication Server 1000 Release 7.0.

April 2010

Standard 01.02. This document is up-issued to support Avaya Communication Server 1000 Release 5.5 and Avaya CS 1000 Release 6.0 with UNIStim 4.1.

October 2009

Standard 01.01. This document issued to support the IP Phone 1165E.

About the Avaya 1165E IP Deskphone

The Avaya 1165E IP Deskphone builds on the award-winning Avaya 1100 Series IP Deskphones industrial design and offers a beautiful high resolution color display which includes new graphical user interface elements that vastly improve the quality of the user experience. The Avaya 1165E IP Deskphone provides easy access to multiple lines and call processing features. It supports converged (voice and data) applications through External Application Server APIs to provide productivity enhancing applications and to enrich user experience with advanced multimedia interaction. (see Note 1).

Users can fully experience the display capabilities by personalizing the background image of the Avaya 1165E IP Deskphone display, and loading digital pictures into the IP Deskphone to view a Digital Picture Slideshow when the IP Deskphone is idle. The audio experience is enhanced through engineered audio tuning, and supports wideband (see Note 2) with a newly-stylized handset that has been softly contoured for additional comfort when using the handset.

Note 1: This feature requires an External Application Server.

Note 2: Wideband has dependencies on Avaya Communication Platform support, including Avaya Communication Server 1000 and is minimum-release dependent.

Your Avaya 1165E IP Deskphone brings voice and data to the desktop by connecting directly to a Local Area Network (LAN) through an Ethernet connection.

For more information about the Avaya 1165E IP Deskphone, see the *Avaya 1165E IP Deskphone User Guide* (NN43101-102).

Basic features

Your Avaya 1165E IP Deskphone supports the following features:

- up to sixteen line/feature keys with indicators, using the Shift feature

- four soft keys to provide easy access to features and call control
- high resolution color display
- high-quality handsfree speakerphone
- wideband audio support for handset, headset, speaker, and handsfree microphone
- volume control keys for adjusting ringer, handsfree, handset, and headset volume
- seven specialized feature keys
  - Quit
  - Directory
  - Message/Inbox
  - Shift/Outbox
  - Services
  - Copy
  - Expand
- five call-handling keys:
  - Mute
  - Handsfree
  - Goodbye
  - Headset
  - Hold
- two Gigabit Ethernet ports–for LAN and PC connections
- integrated headset support for wired and wireless options including USB and Bluetooth Wireless Technology
- IEEE 802.3af Class 2 PoE or local AC power options
- Hearing aid compatibility
- USB port for connecting USB mouse, USB keyboard, USB headset, USB flash drive and powered hubs
- USB access control (USB lock) that controls how the USB port on the Avaya 1165E IP Deskphone can be used

- support for Graphical External Application Server (GXAS) protocol that enables External Application Server APIs to provide feature functionality
- support for Avaya 1100 Series Expansion Module to add keys

For information about using the Expansion Module, see the *Avaya 1100 Series Expansion Module User Guide* (NN43130-101).

Telephone controls

Figure 1 on page 10 shows the Avaya 1165E IP Deskphone.

Figure 1: Avaya 1165E IP Deskphone

This section describes the controls on your Avaya 1165E IP Deskphone.

Context-sensitive soft keys are located below the display area. The LCD label above each key changes based on the active feature. These keys are referred to as **Soft keys** throughout this document.

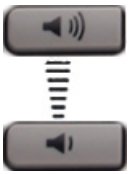
When a triangle appears before a soft key label the feature is active.

Press the **More...** key to access the next layer of soft keys (self-labeled).

The keys on either side of the LCD display area are **self-labeled line/programmable feature keys**, with labels on the LCD. These keys also function as **line (DN)** keys. These keys are referred to as Line/ feature keys throughout the remainder of this guide.

A steady LCD icon beside a line (DN) key indicates that the line is active. A flashing LCD indicates the line is on hold or the feature is being programmed.

A steady LCD icon beside a feature key indicates that the feature is active. A flashing LCD icon indicates that the feature is being programmed.



Use the **Volume control** buttons to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the top button to increase the volume, and press the bottom button to decrease volume.

(Mute)

Your **Mute** key functionality is enabled or disabled by your system administrator. Contact your system administrator to determine if your **Mute** key is enabled.

If your **Mute** key is enabled, press the **Mute** key to listen to the receiving

party without transmitting your voice. Press the **Mute** key again to return to two-way conversation.

If your **Mute** key is not enabled, pressing the **Mute** key places the call on hold. Press the **Mute** key again to restore the active call or press the line key to restore the active call. You cannot retrieve this call from hold by pressing the Hold key.

The **Mute** key applies to handsfree, handset, and headset microphones.

The Mute LED indicator, located on the **Mute** key, flashes to indicate that the microphone is muted.

(Handsfree)

Press the **Handsfree** key to make or answer a call using the two way speakerphone.

The Handsfree LED indicator, located on the **Handsfree** key, lights to indicate when handsfree is active.

Use the **Navigation** keys to scroll through menus and lists appearing on the LCD display screen.

Use **Up** and **Down** to scroll up and down in lists.

Use the **Enter** key, at the center of the Navigation key cluster, to confirm menu selections.

In most menus, you can use the **Enter** key instead of the **Select** soft key.

(Hold)

Press the **Hold** key to put an active call on hold. Tap the flashing line key to return to the caller on hold.

(Expand)

Use the **Expand** key to access applications managed through an external server.

Note: This feature requires an External Application Server.

(Headset)

Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

The Headset LED indicator, located on the **Headset** key, lights to indicate that the headset is in use.

(Headset)

(Headset)

Press the **Headset** key twice to open the Bluetooth Setup menu.

If Bluetooth wireless technology is not enabled on your phone, this menu is not available.

(Goodbye)

Use the **Goodbye** key to terminate an active call.

When a message is waiting, or there is an incoming call, the red **Message Waiting\Incoming Call** Indicator LED at the top right of the IP Deskphone flashes. The flash cadence for each alert is different.

Note: You may also hear an audio Message Waiting Indicator (stutter or beeping dial tone) when you go off-hook.

When your Avaya 1165E IP Deskphone firmware is being updated, the blue **Feature Status Lamp** indicator flashes.

Note: To find out if additional features are supported for this lamp, contact your system administrator.

(Copy)

Press the **Copy** key to copy entries to your Personal Directory from other lists, such as the Caller List, Redial List, and Corporate Directory.

(Quit)

Press the **Quit/Stop** key to exit an active menu or dialog. Pressing the **Quit/Stop** key does not affect the status of active calls.

(Shift/Outbox)

Press the **Shift/Outbox** key to toggle between two feature key pages and to access an additional six lines/features.

Note: This function is not available on all phones; consult your system administrator.

(Msg/Inbox)

Press the **Message/Inbox** key to access your voice mailbox.

Note: This function is not available on all phones; consult your system administrator.

(Directory)

Press the **Directory** key to access directory services.

(Services)

Press the **Services** key, and use the navigation keys to access the following items:

- Telephone Options:
  - Volume adjustment...
  - Contrast adjustment
  - Language...
  - Date/Time
  - Display diagnostics
  - Local Dialpad Tone
  - Set Info
  - Diagnostics
  - Call Log Options
  - Ring type...
  - Call Timer
  - On hook default path
  - Change Feature Key Label
  - Name Display Format
  - LiveDial Pad

- Password Admin:
  - Station Control Password

  The **Password Admin** menu is not available on all Avaya 1165E IP Deskphone sets. Consult your system administrator.
- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)

Press the **Services** key to exit from any menu or menu item.

(Services)

(Services)

Navigation keys

Press the **Services** key twice to access the Local Tools menu, and then use the **Left / Right** navigation keys to access the following items:

- Preferences
- Diagnostics
- Configuration
- Locks

If you attempt to access the Local Tools menu and a dialog box appears prompting you for a password, contact your system administrator. Your system administrator can establish a password for the Local Tools menu.

Telephone display

The Avaya 1165E IP Deskphone has a 4.1 inch (diagonal measured) color QVGA TFT display, capable of displaying a QVGA 320 x 240 (H x W) image. The graphics controller supports 24 bit color (16 million colors).

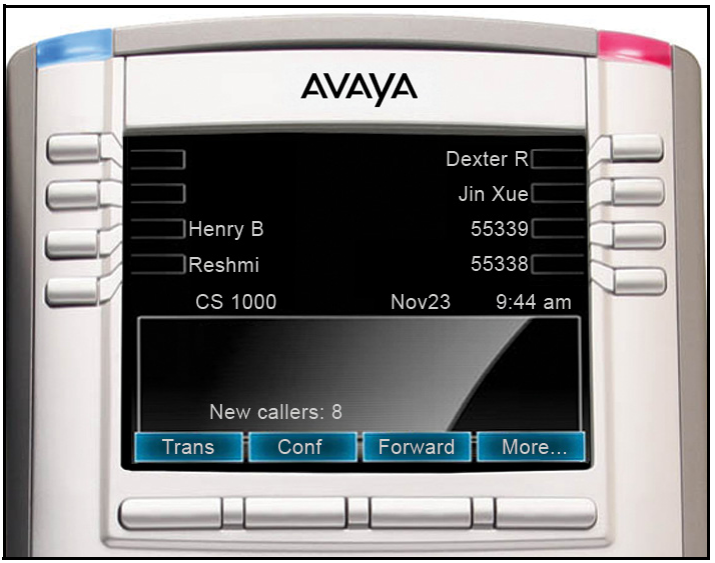
The Avaya 1165E IP Deskphone has three display areas:

- The upper display area provides labels for the eight line feature key labels.

- The middle display area contains information for items such as caller number, caller name, Call Timer, feature prompt strings, user-entered digits, date and time information, and IP Deskphone information.
- The lower display area provides labels for the four soft keys.

Following figure shows the Avaya 1165E IP Deskphone display area, including the line/feature keys and soft keys.

Figure 2: Avaya 1165E IP Deskphone display area



Self-labeled line/programmable feature key labels appear beside the line keys, and context-sensitive soft key labels appear directly above the soft keys. Self-labeled means that the label next to the line/feature key is presented from the call server automatically if a feature is programmed, and can also be edited and changed by the user. Context-sensitive means that the labels that appear above the soft keys present the features that are available to the user at that time. The soft key labels change depending on the active feature or the state of the call.

Self-labeled line/programmable feature keys are referred to as line/feature keys and context sensitive soft keys are referred to as soft keys throughout this document.

Figure 3 on page 18 shows an idle LCD screen.

Figure 3: Avaya 1165E IP Deskphone LCD display screen

USB support

The Avaya 1165E IP Deskphone has a USB port for connecting a USB keyboard, USB mouse, USB headset, and USB flash drive. The Avaya 1165E IP Deskphone supports powered downstream 1.1-compliant USB hubs, including USB 2.0 hubs, if they offer USB 1.1-backwards compliancy. There are two levels of power for the USB port.

- When you power the Avaya 1165E IP Deskphone through Ethernet POE, the Avaya 1165E IP Deskphone provides up to 100 mA at 5 volts for the USB port.
- When you power the Avaya 1165E IP Deskphone through local AC power, the Avaya 1165E IP Deskphone provides up to 500 mA at 5 volts on the USB port.

  Note: Current limiting can obstruct the working of complex devices such as USB keyboards with built-in hubs. If a hub is involved, use external power.

You can plug a USB flash drive into the USB Port of the Avaya 1165E IP Deskphone or on a powered hub connected to the IP Deskphone, and transfer files to and from the IP Deskphone.

Call features and Flexible Feature Codes

Some features are not available on all IP Deskphones. Call features and Flexible Feature Codes (FFC) must be assigned to your Avaya 1165E IP Deskphone, and supported by system software. Contact your system administrator to configure these features and codes on your Avaya 1165E IP Deskphone.

Security features

The following security features are available on your Avaya 1165E IP Deskphone:

- Encrypted calling
- Station Control Password (SCPW)

Encrypted calling

Your Avaya 1165E IP Deskphone supports secure communication using SRTP media encryption. If the feature is enabled, a security icon (🔒) appears on the screen when your call is secured using SRTP media encryption. Contact your system administrator to find out if this feature is available for your use.

Station Control Password (SCPW)

Your Station Control Password (SCPW) enables the following security features:

- Electronic Lock to prevent others from making calls from your IP Deskphone
- password-protected IP Deskphone features (for example, Personal Directory, Redial List, and Callers List)

Your system administrator defines your initial SCPW. Contact your system administrator for detailed information.

To change your SCPW:

(Services)

1. Press the **Services** key once.

2. Press the **Up/Down** keys to scroll, and then highlight **Password Admin**.

3. Press **Enter**.

4. Use the dialpad to enter your password at the prompt.

5. Press the **Up/Down** keys to scroll and highlight **New Password**.

6. Press **Enter**.

7. Use the dialpad to enter the new password.

Select

8. Press the **Select** soft key to accept the new password.

   If you are locked out of your Avaya 1165E IP Deskphone, or if you forget your SCPW, contact your system administrator.

Note: The default configuration for Password Protection is off.

To turn Password Protection on or off:

(Directory)

1. Press the **Directory** key.

2. Press the **Up/Down** navigation keys to scroll and highlight **Change Protection Mode**.

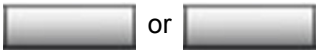
3. Use the dialpad to enter your password (if Password Protection is enabled).

Enter

4. Press the **Enter** soft key.

5. Press the **Up/Down** navigation keys to scroll and highlight one of the following:
   - **Enable Password Protection**
   - **Disable Password Protection**

Yes or No



6. Choose one of the following soft keys:
   - **Yes** to accept the selection
   - **No** to return to the Directory menu

Done

7. Press the **Done** soft key.

Agent and supervisor features

This section describes login features that are common to the Call Center agent and supervisor. Depending on your system configuration, choose from the following methods of logging in and out:

- "Logging in without Agent ID (for basic ACD)" on page 22
- "Logging in with Agent ID (for Basic ACD or Contact Center Manager)" on page 22
- "Logging in using Multiple Queue Assignments (for Basic ACD)" on page 24
- "Logging out" on page 27

CAUTION
When logged on, you are placed into the queue for incoming calls. If you are unavailable or away from your phone, activate Make Set Busy or Not Ready to prevent callers from being directed to your phone.

Logging in without Agent ID (for basic ACD)

If your ACD configuration does not rely on Agent ID, which is often the case if you do not share your phone with another person, use the following procedure to log in to an Automatic Call Distribution (ACD) queue.

MakeSetBsy

8. Press the **Make Set Busy** key.

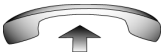
Logging in with Agent ID (for Basic ACD or Contact Center Manager)

If your ACD configuration uses Agent ID, which is often the case if you share your phone with another person, use the following procedure to log in to an Automatic Call Distribution (ACD) queue. If an Agent ID is

assigned to you, the display screen prompts you to enter a four-digit code.

Note: The following procedure applies if you are working in a Basic ACD environment or an Avaya NES Contact Center Manager environment. For more information about Avaya NES Contact Center Manager, visit www.avaya.com.

To log in as an agent:



1. Lift the handset.

2260

2. Press the **In-Calls** key.

3. If “Enter Agent ID” appears on the screen, use the dialpad to enter your ID.

4. Press the # key. The phone goes into a Not Ready state.

2260
or
NotReady

5. To join the ACD queue, choose one of the following:
   - Press the **In-Calls** key.
   - Press the **NotReady** key.

6. If you use a headset and Handset On-Hook Means Log out (HOML) is configured to **No** by your administrator, then do the following:

(Headset)

(Services)

   a. Press the **Headset** key and replace the handset in the cradle to receive calls on your headset.

   b. Press the **Services** key. Change the **On-hook default path** to **Headset Enabled**.

   Note: If HOML is configured to **Yes**, replace the handset to log out of the queue.

Logging in using Multiple Queue Assignments (for Basic ACD)

If your configuration uses Multiple Queue Assignment (MQA), use the following procedure. MQA login involves entering a four-digit Agent ID and up to five ACD Directory Numbers (DN), with the option of adding a Supervisor ID and up to five Priority values.

Choose one of the following login procedures:

- “Logging in with an Agent ID and MQA login options” on page 24
- “Using Default Login” on page 26

Logging in with an Agent ID and MQA login options

To enter ACD queues, use an Agent ID login with one of the MQA login options described on page 25.

Note: A supervisor logging in to accept ACD calls is prevented by the system from entering a Supervisor ID (including logins where agents must enter a Supervisor ID).

The login options require the following entries in sequential order:

1. a four-digit Agent ID
2. a Supervisor ID (if your queue requires one)
3. up to five ACD DNs and Priority values (if Priority values are being used) terminated by # #

To log in:

2260

1. Press the **In-Calls** key.

2. Choose one of the following four login options:

No Supervisor ID, No Priority

— For No Supervisor ID, No Priority, dial your Agent ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

Supervisor ID, No Priority

— For Supervisor ID, No Priority, dial your Agent ID # Supervisor ID # ACD DN 1 # ACD DN 2 # ACD DN 3 # ACD DN 4 # ACD DN 5 # #.

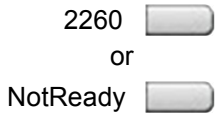
No Supervisor ID, With Priority

— For No Supervisor ID, With Priority, dial your Agent ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority 2 # ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 Priority 5 # #.

Supervisor ID, With Priority

— For Supervisor ID, With Priority, dial your Agent ID # Supervisor ID # ACD DN 1 # Priority 1 # ACD DN 2 # Priority # 2 ACD DN 3 # Priority 3 # ACD DN 4 # Priority 4 # ACD DN 5 # Priority 5 # #.

Note: To choose the default Priority value or Supervisor ID, enter **#**.

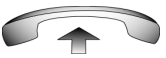


3. Choose one of the following:
   - — Press the **In-Calls** key.
   - — Press the **NotReady** key to enter the ACD queue.

Using Default Login

If you normally use the same IP Deskphone, use the **Default Login** to log in just one time at the beginning of a shift. The **Default Login** uses your previous shift's login to place you in the same ACD queues with the same supervisor.

To use Default Login:

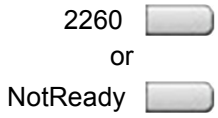


1. Lift the handset.

2. Press the **In-Calls** key.

3. When "Enter Agent ID" appears on the screen, use the dialpad to enter your ID.

4. Choose one of the following:
   - — If your queue requires a Supervisor ID, press the **#** key three times.
   - — If your queue does not require a Supervisor ID, press the **#** key two times.

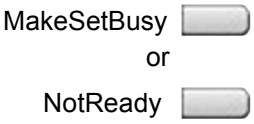


5. To join the ACD queue, choose one of the following:
   - — Press the **In-Calls** key.
   - — Press the **NotReady** key.

Logging out

You can log out of the system completely or temporarily (Not Ready state).

To log out:



Choose one of the following:

- — To log out completely, press the **MakeSetBusy** key.
- — To log out temporarily, press the **NotReady** key.

Note: If you press the **MakeSetBusy** key while on an ACD call, you log out automatically when the call finishes.

Agent features

The following sections describe features that are available to agents:

- “Answering ACD calls” on page 28
- “Using Call Forcing” on page 29
- “Using Return to Queue on No Answer” on page 30
- “Using Activity code” on page 30
- “Using Emergency” on page 31
- “Using Not Ready” on page 32
- “Placing or answering non-ACD calls” on page 32
- “Contacting your supervisor” on page 33

Answering ACD calls

Use the **In-Calls** key to answer the next queued ACD call on the primary DN. The **In-Calls** key is located in the lower right area of the self-labeled line/programmable feature keys.

To answer the call:

2260

When the LCD next to the **In-Calls** key flashes, press the **In-Calls** key.

Note: The LCD remains lit as long as you are on the call.

To terminate the call:

(Goodbye)

or

2260

or

2498

or

Not Ready

Choose one of the following:

— Press the **Goodbye** key.

— Press the **In-Calls** key.

— Press the individual DN line key (this removes you from the queue).

— Press the **Not Ready** key (this removes you from the queue but keeps you logged in as an agent position) or wait for the caller to terminate the call.

Using Call Forcing

Use the **Call Forcing** feature to automatically connect an incoming ACD call. A time interval is configured by your system administrator between each incoming call.

> ***Note:*** You cannot use both **Call Forcing** and **Return To Queue on No Answer** at the same time.

A short tone indicates a new incoming call. The In-Calls indicator lights continuously, and the ACD call automatically goes to your agent position. Pressing the **In-Calls** key while call forcing (Auto Answer) is active disconnects an active ACD call.

CAUTION
If you are away from your phone and Call Forcing is enabled, remember to log out or activate Not Ready. Otherwise, callers continue to be connected to your phone. Because you are not at your desk, callers hear only the background noise in your work space, until they hang up.

To enable Call Forcing for headset users:

1. Log in.

2. Replace the handset.

(Services)

3. Press the **Services** key. Configure the **On-hook default path** to **Headset Enabled**.

Using Return to Queue on No Answer

If a call is not answered, the call is sent back to the ACD queue, and the your IP Deskphone is automatically placed in Not Ready state. To return to the ACD queue, log in, or press the **NotReady** key.

Using Activity code

Use Activity code to record the types of activities you are performing.

To record activities:

Activity

1. When the Activity LCD indicator is flashing, press the **Activity** key.

2. Use the dialpad to enter the Activity code.

3. Press the **Activity** key.

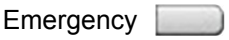
   If you are performing multiple tasks, repeat steps 1 and 2.

   Note: If configured, you can enter Activity Codes while in the Not Ready state and run Not Ready Reason Codes by Agent report in Contact Center Manager Administration to track Not Ready time.

Using Emergency

Use the **Emergency** feature to contact your supervisor immediately in an emergency situation.

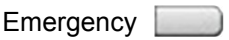
To use Emergency:



1. During an active call, press the **Emergency** key.

   Note: The Emergency LCD remains lit as long as the feature is active.

   When the supervisor answers, a three-way call commences with you, your supervisor, and the caller.



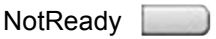
2. Press the **Emergency** key again to transfer the caller to the supervisor and terminate your access to the caller and supervisor.

Using Not Ready

Use the **Not Ready** feature to take your IP Deskphone out of the call queue while completing post-call work.

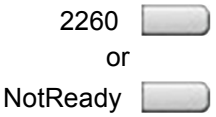
Note: If you don't activate **Make Set Busy** or **Not Ready**, callers will continue to be directed to your phone.

To use Not Ready:



1. Press the **NotReady** key to temporarily log out of the system.

   Note: The NotReady LCD remains lit as long as the feature is active.



2. To return to the queue, choose one of the following:
   - Press the **In-Calls** key
   - Press the **NotReady** key.

Placing or answering non-ACD calls

Use this feature to place and receive calls on your individual line.

To place a call:

1. Press your individual DN key.

2. Use the dialpad to dial the phone number.

   Note: The LCD remains lit as long as you are on the call.

To answer a call:

2498

When the LCD next to your individual DN key flashes, press the DN key.

Note: The LCD remains lit as long as you are on the call.

Contacting your supervisor

- Use the **Supervisor** feature to talk to your supervisor in the following ways:
- "To answer a call from your supervisor:" on page 33
- "To answer a call from your supervisor while on another call:" on page 33
- "To place a call to your supervisor:" on page 34
- "To conference in your supervisor during a call in progress:" on page 34
- "To transfer a call to your supervisor during a call in progress:" on page 35

To answer a call from your supervisor:

Supervisor

When the LCD next to the **Supervisor** key flashes, press the **Supervisor** key.

Note: The LCD remains lit as long as you are on the call.

To answer a call from your supervisor while on another call:

Supervisor

The LCD next to the **Supervisor** key flashes and a buzzer sounds.

(Hold)

1. Press the **Hold** key to put the current call on hold.

Supervisor

2. Press the **Supervisor** key.

   Press the line (DN) key beside the flashing LED indicator to return to the caller on hold.

To place a call to your supervisor:

Supervisor

Press the **Supervisor** key.

Note: Calls are automatically put on hold when you use the **Supervisor** key.

To return to the ACD call:

2260

Press the **In-Calls** key.

To conference in your supervisor during a call in progress:

Supervisor

1. Press the **Supervisor** key to talk privately with your supervisor.

Supervisor

2. Press the **Supervisor** key again for a conference call with you, your supervisor, and the other caller.

To transfer a call to your supervisor during a call in progress:

Supervisor

1. Press the **Supervisor** key.

Supervisor

2. When your supervisor answers, press the **Supervisor** key again.

(Goodbye)

3. Press the **Goodbye** key to terminate your access to the call.

Using Record On Demand key

If this feature is enabled, you can use the Record on Demand (ROD) feature key to record your telephone conversation.

Press the ROD key to start or stop the call recording. This key is associated with the active user ID and is displayed only if a call is active. The ROD key blinks while it is connecting to the call recording application, and is lit when the call is recording.

The ROD key is displayed in the following scenarios:

- Normal operation - Press the ROD key during an active call to record the call.
- Call Recording (CR) application in ROD Mode - Press the ROD key during an active call to record the call
- Bulk Recording - For an active call or unregistered DN/Position ID, call recording is initiated even though the ROD key is not pressed.

1. Press the **ROD** key during an active call.

2. To stop the call recording, press the **ROD** key again.

Using SAVE key

Use the **SAVE** feature key to save the recording of an active call. This key is associated with the active user ID and is operational only if a call is active.

The **SAVE** key is displayed in the following scenarios:

- Normal operations - If the **SAVE** key is pressed during an active call, the call is saved.
- CR application in Bulk Record + Save everything mode - Recorded conversation is saved at the end of the call. If the **SAVE** key is pressed, then the call is not saved.
- CR application in Bulk Record + Delete everything mode - Recorded conversation is deleted at the end of the call. If the **SAVE** key is pressed, then the call is saved.

The **SAVE** key lamp status depends on the status of the call recording. If the call is to be saved, then the lamp is lit.

1. Press the **ROD** key during an active call.
2. To stop the call recording, press the **ROD** key again.
3. Press the **SAVE** key to save the conversation.

Supervisor features

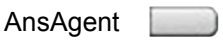
The following sections describe features available to the supervisor:

- “Using Answer Agent” on page 37
- “Using the Agent key” on page 38
- “Using Answer Emergency” on page 38
- “Using Call Agent” on page 39
- “Using Interflow” on page 40
- “Using Night Service” on page 40
- “Observing a call” on page 42
- “Displaying the queue” on page 43
- “Displaying agent status” on page 45

Using Answer Agent

Use the **Answer Agent** feature to receive calls from agents in a non-emergency situation.

To use Answer Agent:



1. When the LCD next to the Answer Agent key flashes, press the **Answer Agent** key.

   Note 1: The Agent ID of the person contacting you displays on your IP Deskphone.

   Note 2: The LCD remains lit as long as you are on the call, and your status is displayed as NotReady. If configured, your status is displayed as Not Ready in Contact Center Manager Administration Real Time Display.

(Goodbye)

2. Press the **Goodbye** key to end the call.

Using the Agent key

Use the **Agent** feature to connect, observe, or monitor the status of each agent position. Each **Agent** key links to a particular agent position and can be used along with the **Call Agent** or **Observe Agent** keys.

Table 1 lists the four states of the LCD indicator.

Table 1: Agent's status

LCD display	Description
Off	Agent is not logged in.
On	Agent is logged in but is either NotReady or on a call.
Slow Flashing	Agent is waiting for an ACD call.
Fast Flashing	Agent is on a non-ACD call.

Using Answer Emergency

Use the **Answer Emergency** feature to receive calls from agents in an emergency situation.

Note: If Contact Center Manager Administration is in use, and if multiple Agents have pressed Emergency, the connected PC displays a list of Agents who have pressed Emergency.

To use Answer Emergency:

AnsEmerg

1. When the LCD next to the **Answer Emergency** key flashes, press the **Answer Emergency** key.

   Note 1: The Agent ID of the person contacting you displays on your IP Deskphone.

   Note 2: The LCD remains lit as long as you are on the call and your status is displayed as Not Ready.

(Goodbye)

2. Press the **Goodbye** key to end the call.

Using Call Agent

Use the **Call Agent** feature to contact an Agent.

To use Call Agent:

CallAgt

1. Press the **Call Agent** key.

AgentKey
or

2. Choose one of the following:
   - Press a selected **Agent** key.
   - Dial the agent's Position ID.

(Goodbye)

3. Press the **Goodbye** key to end the call.

Using Interflow

Use the **Interflow** feature to redirect calls when the backlog or wait time exceeds a pre-defined threshold.

To use Interflow:

Interflow

1. Press the **Interflow** key.

   Note: The Interflow LCD flashes while the feature is active.

Interflow

2. Press the **Interflow** key again to deactivate the feature and resume normal call flow.

Using Night Service

Use the **Night Service** feature to define how calls are handled outside of business hours.

To activate Night Service:

NightSvc

1. Press the **Night Service** key.

2. Press the **6** key (6 = N for Night) to go into Night Service.

   The Night Service LCD lights continuously. All calls in the queue and new calls receive night service.

To transition to Night Service:

NightSvc

1. Press the **Night Service** key.

2. Press the **8** key (8 = T for Transition) to activate Transition mode.

   The Night Service LCD flashes. All calls in the queue remain in the queue and new calls receive Night Service.

To deactivate Night Service:

NightSvc

1. Press the **Night Service** key.

2. Press the **3** key (3 = D for Day) to resume Day mode.

   The Night Service LCD flashes. New calls enter the queue.

Observing a call

Use the **Observe** feature to monitor an agent in a call.

Note: Use this feature to listen to a conversation between an Agent and a Customer, or to create a three-party conference with the Supervisor, Agent and Customer.

To observe a call:.

Observe

1. Press the **Observe** key.

Agentkey
or

2. Choose one of the following:
   - Press a selected **Agent** key.
   - Dial the agent's Position ID.

RAG

CallAgt

3. Choose one of the following:
   - Press the **Ring Agent** key creating a three party call, so that you can break in to the call, and speak to both the caller and the agent.
   - Press the **Call Agent** key to talk to the agent you are monitoring.
   - Proceed to step 4.

Observe

4. Press the **Observe** key to terminate the observation.

Displaying the queue

Use the **Display Queue** feature to access the status of calls in an ACD queue. The information displayed includes the following:

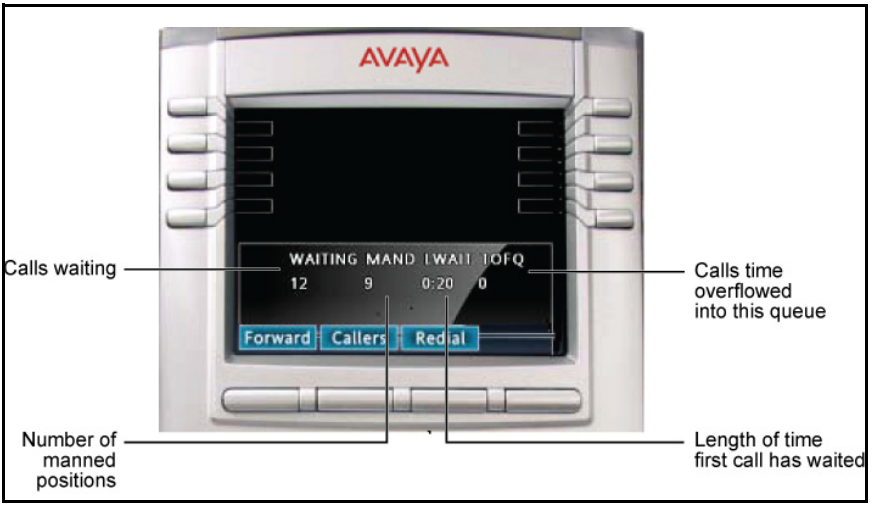
- number of calls waiting in the queue
- number of agent positions occupied for the queue
- the length of time that the oldest call has waited in the queue
- the number of calls that have been overflowed into the queue

To display information on your ACD queue:

DisplayQue	Press the **Display Queue** key. Information on your current ACD queue appears on the display.

Figure 4 on page 44 shows the ACD queue status.

Figure 4: Current status of ACD queue



The LCD indicator beside the **Display Queue** key gives you a visual indication of the number of calls in the ACD queue. Table 2 lists the four states for this LCD indicator.

Table 2: States of LCD indicator (Part 1 of 2)

Indicator	Queue status	Description
Off	Light	There are few or no calls waiting.
On	Normal	An acceptable number of calls are waiting.
Slow flashing	Busy	Calls are backing up in the queue. Calls overflowing to this queue will not be accepted.

Table 2: States of LCD indicator (Part 2 of 2)

Indicator	Queue status	Description
Fast flashing	Overloaded	There are too many calls in this queue. New calls are being overflowed to another queue.

Displaying agent status

Use the **Display Agent** feature to view a summary of current status for all agents who have an agent Position ID key assigned on the Supervisor's IP Deskphone.

To display agent status:

DisplayAgt

Press the **Display Agent** key. The summary information displays for twelve seconds or until another feature key is pressed, as shown in Figure 5 on page 46.

Agent positions in the Not Ready state are counted as busy on either ACD calls or non-ACD calls, as specified by your system administrator.

Figure 5: Current status of agents

Terms you should know

Attendant

A telephone operator in your organization.

AutoDial

A telephone number programmed on the **AutoDial** key for one-touch dialing.

Avaya Communication Server 1000

Your office communication system.

Calling Party Name Display

Information appearing on the LCD display screen, such as the caller's name and telephone number. The system must have CPND enabled.

Category 5 (Cat5)

Cable and associated connecting hardware capable of transmitting at speeds up to 100 MHz, used by 10BaseT, 100BaseT4, 100BaseTX.

Category 5e (Cat5e)

Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Cat5e cable normally has four pairs of copper wire.

Category 6 (Cat6)

Cable and associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (Gig Ethernet (GigE)), it is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire.

Contact Center Manager

Avaya NES Contact Center Manager offers a scalable solution for dynamic contact center environments, providing skill-based routing, call treatment flexibility, real time displays, multimedia routing, comprehensive management and reporting tools, and a rich scripting language. For more information, visit **www.avaya.com.**

Context-sensitive soft keys

A group of keys programmed by your system administrator. These four keys, located directly below the display area, have four programmable layers. These keys are also used to configure parameters in the **Telephone Options** menu.

Date/time display

The current date and time when the telephone is in an idle state.

Directory Number (DN)

A number consisting of one to seven digits for a telephone, and also known as an *extension number*.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Feature Status Lamp indicator

An LCD or an LED that indicates a data message, contact, or feature status by a flash, wink, steady on, or off.

Fixed key

The hard-labeled keys on your telephone.

Flexible Feature Codes (FFCs)

Specialized codes entered using the dialpad that enable features (for example, Ring Again).

Goodbye key

A fixed key used to end an active call.

Indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Information display

Any display of call activity, lists, prompts, and status of calls. If the text message exceeds the display area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Interrupted dial tone

A broken or pulsed dial tone that sounds when you access some features on your telephone.

Message/Inbox

A fixed key on your Avaya 1165E IP Deskphone that connects to your voice messaging system when the key is pressed.

Navigation keys

Keys used to scroll through menus and lists appearing on the LCD display screen.

Off-hook

Any line selected to make a call or receive an incoming call. The term *off-hook* is applied whether (a) the end user lifts up the handset, (b) the end user presses a line key, (c) the call is automatically answered at the telephone, or (d) a line is automatically selected for an outgoing call.

Paging tone

A special tone (two beeps followed by dial tone) that sounds when you use the Radio Paging feature.

Return to Queue on No Answer

If a call is not answered by the agent, the call is sent back to the ACD queue and the agent's telephone is automatically placed in the Not Ready state.

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access options such as Telephone Options, Password Admin, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

Special Prefix code (SPRE)

Special codes entered using the dialpad, followed by a two-digit access code, that enable features (for example, Call Forward All Calls requires entry of SPRE code + 74).

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing telephone features.

Station Control Password (SCPW)

Enables security features on your phone to prevent others from making calls from your telephone and to prevent access to protected features (for example, Remote Call Forward).

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message

Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, and Ringer is OFF.

System or Switch

Your office communication system.

Switchhook

A button on which the handset presses down, disconnecting your call when you replace the handset. The handset (when lifted) releases the switchhook, and you either answer an incoming call or you receive a dial tone to make a call.

User interface

Screen displays that interact with the end user as a result of an action or event.

Visual Alerter/Message Waiting indicator

An LCD or an LED that flashes to indicate that a message is waiting or when the ringer is on.

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